AppleCare

Service and Support

AppleCare Service and Support Guide

With every Apple purchase, you get Apple's legendary style and ease of use, and the peace of mind that comes from knowing that your investment is well protected. To make sure you get the most out of your purchase, AppleCare offers you service and support features that are as easy to use as your Apple product. You can even choose to extend your built-in AppleCare coverage with support options such as the AppleCare Protection Plan.

AppleCare Built-in Service and Support

Your new Apple product comes with onscreen help, product manuals, online support, 90 days of complimentary telephone support, and Apple-certified repairs.

Onscreen help

Got a question? On the Macintosh desktop, simply pull down the Help menu at the top of the screen to find the step-by-step instructions and troubleshooting information you need.

Product manuals

Printed or electronic manuals included with your Apple product provide instructions to help you use your product effectively. A selection of Apple product manuals in PDF format (readable in Adobe Acrobat) is also available for downloading.

Online resources

Web-based information is available 24 hours a day, 7 days a week. You'll find comprehensive product information and technical resources including the AppleCare Knowledge Base, Discussions, and Software Downloads.

90 days of complimentary telephone support*

Call us if you experience difficulties that cannot be resolved using onscreen help or online support. AppleCare technical experts provide assistance with installation, launch, configuration, troubleshooting, and recovery.

Apple-certified repairs

Run the Apple Hardware Test CD that comes with many Apple products to diagnose whether an issue is hardware- or software-related. In either case, you can contact AppleCare telephone support for assistance. If the issue is hardware-related, an AppleCare technical support representative can assist in arranging for repairs, even after the product's one-year warranty has expired. Because all service will be performed by Apple-certified technicians using genuine Apple parts, you have the satisfaction of knowing that your repairs will be of the highest quality.

Please refer to the back cover for built-in service and support contact information.

* In the United States, Canada, Europe, and Japan, AppleCare offers 90 days of complimentary telephone support; availability and duration vary in other countries. Local telephone fees may apply. Telephone numbers and hours of operation vary and are subject to change.

AppleCare Protection Plan

The AppleCare Protection Plan extends your built-in coverage to a full three years, providing telephone support, Apple-certified repairs, web-based support resources, and powerful diagnostic tools. Purchase this comprehensive service plan now, so you can be sure to have the support you need when you need it.

Award-winning technical support for up to three years

Our technical telephone support representatives can help troubleshoot Apple hardware, the Mac OS, and many Apple-branded consumer applications, including iMovie, iDVD, iTunes, AppleWorks, and QuickTime. Coverage begins after your complimentary support period and extends for three years from the computer's purchase date.

Apple-certified repairs for three years

The AppleCare Protection Plan ensures that Apple-certified technicians will perform repairs using genuine Apple parts. With this plan, parts and labor will be covered for three years from the date of purchase of your Apple computer, two years beyond the one-year limited warranty.

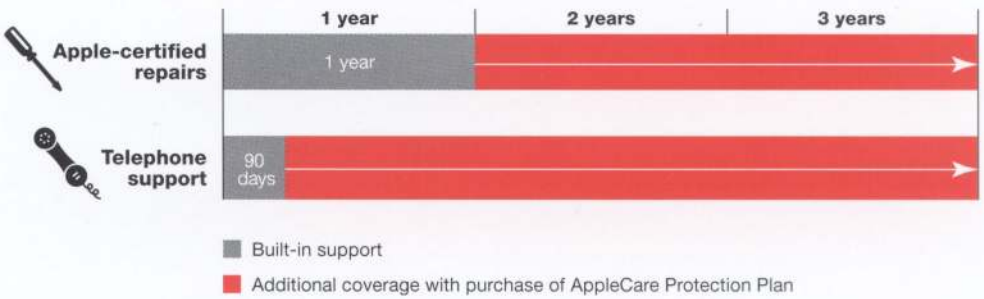
Web-based support resources

You can help keep your Apple products running smoothly with the resources available on the AppleCare Protection Plan website.

Powerful diagnostic tools

You'll receive the AppleCare Protection Plan CD, which includes TechTool Deluxe from Micromat. Not only can this powerful tool test your product's major hardware components, it can also repair certain system conflicts.

Extend your coverage with the AppleCare Protection Plan



Don't Wait

You can purchase the AppleCare Protection Plan only while your computer is under its original one-year warranty. For a small investment, Apple's official service and support plan offers complete peace of mind about your Apple system. Please refer to the back cover for extended support contact information.

Country	For Built-in Support	To Purchase Extended Support
Argentina	Visit your local Authorized AppleCare Service Provider	Extended support currently unavailable
Australia	133-MAC (133-622)	133-MAC (133-622)
Austria	01 79 567045	0800 201037
Belgium (French)	02 713 1202	0800 95171
Belgium (Flemish)	02 713 1203	0800 95172
Brazil	0800-1-APPLE (0800-1-27753)	0800-1-APPLE (0800-1-27753)
Brazil (São Paulo)	5503-0090	5503-0090
Brunei	Visit your local Authorized AppleCare Service Provider	Visit your local Authorized Apple Reseller
Canada (English or French)	1-800-263-3394	1-800-949-2775
China	800-810-2323	800-810-2323
Denmark	7010 2007	7010 2007
Finland	0203 63633	0203 63633
France	0803-089659	0800-046046
Germany	069-95096189	0800-2000136
Guam	Visit your local Authorized AppleCare Service Provider	Visit your local Authorized Apple Reseller
Hong Kong	2112-0099	2112-0099
India	(91) 80-5550575	Visit your local Authorized Apple Reseller
Indonesia	0018030612009	Visit your local Authorized Apple Reseller
Ireland	01 407 3000	Visit your local Authorized Apple Reseller
Italy	199-120800	800-640-846
Japan	0070-800-APPLE-1 (0070-800-27753-1)	0120-APPLE-1 (0120-27753-1)
Korea	1544-0119	1544-0119
Luxembourg	2969695559	0800 95171
Malaysia	1-800-803-638	Visit your local Authorized Apple Reseller
Mexico	Visit your local Authorized AppleCare Service Provider	Extended support currently unavailable
The Netherlands	020 346 9104	0800-0230432
New Zealand	00800-7666-7666	Visit your local Authorized Apple Reseller
Norway	23 500 069	23 500 069
Philippines	1-800-7666-7666	Visit your local Authorized Apple Reseller
Singapore	835-1812	Visit your local Authorized Apple Reseller
South Africa	0800 998171	Visit your local Authorized Apple Reseller
Spain	902 151 992	900-150503
Sweden	08 587 711 30	020-120 99 71
Switzerland (French)	01 800 90 37	0800 845 123
Switzerland (German)	01 800 90 37	0800 801 078
Taiwan	00800-7666-7666 or 2737-9410	00800-7666-7666 or 886-2-27383242
Thailand (Bangkok)	681-2081	Visit your local Authorized Apple Reseller
Thailand (outside Bangkok)	(02) 681-2081	Visit your local Authorized Apple Reseller
UK	0870-876-0753	0800-039-1010
United States	1-800-APL-CARE (1-800-275-2273)	1-800-949-2775
Vietnam	Visit your local Authorized AppleCare Service Provider	Visit your local Authorized Apple Reseller

Web-based support (www.apple.com/support)
For international support, please select your country from the pull-down menu at the bottom of the screen or contact your local Authorized AppleCare Service Provider.

Web-based sales (www.store.apple.com)
To purchase, please select the Apple Store for your country from the pull-down menu at the bottom of the screen or contact your local Authorized Apple Reseller.

All service offerings described in this guide are available as of July 2001 and are subject to change or discontinuance without notice. Availability of service offerings may vary by country.

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